

PREPARING FILES

PARTS OF FILE



CURRENT FILE

PUT UP PAPERS

SECRETARIAT OFFICE MANUAL SERIES

PREPARING FILES

**Edition No.1
2019**

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Attribution

This publication should be attributed as follows:

Andhra Pradesh General Administration Department, Secretariat Office Manual Series, Edition No.1, Amaravati, India: Nodal Authority for Biometric Attendance and e-Office.

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1 PARTS OF A FILE

1.1 Parts

- (1) A case is processed with the purpose of disposing it.
- (2) Processing a case is done through the medium of files.
- (3) A file consists ordinarily of the following two portions, in addition to the papers and books put up for reference:
 - (i) Note file:
The note file consists of the notes with unofficial references and replies thereto, Demi-official communication from Ministers and the Governor and memoranda for the Council of Ministers.
 - (ii) Current file:
The current file consists of official (or formal) or unofficial (or informal) paper or papers under disposal, to which are subsequently added the office copies of any intermediate official or unofficial references and the replies thereto.
 - (iii) Routine note file is another part of a file where unimportant references such as reminders etc. are placed.
- (4) The above two portions (Note file Current file) of the file are maintained separately until final disposal.

1.2 Arranging papers

- (1) After the required references are obtained, arrange the papers beginning from the bottom as follows:
 - (i) The put-up papers.
 - (ii) The current file.
 - (iii) The draft where a draft is submitted, and
 - (iv) The note file
- (2) Send books of reference physically.
- (3) Arrangement of put-up papers
Arrange in chronological order, the oldest at the bottom, the next in date immediately after and so on, the latest being placed at the top.

1.3 Colour coding

The following colour codes are used for cases.

- (1) Ordinary - white
- (2) Urgent - Red
- (3) Special - Blue
- (4) Legislature - Yellow

2 NOTE FILE

2.1 Structure

- (1) Notes are written remarks recorded on a paper under consideration to facilitate its disposal.
- (2) Keep in mind the following while preparing a note.
 - (i) Concise
 - (ii) Simple language
 - (iii) Short sentences
 - (iv) No repetition of words or ideas
 - (v) No unnecessary information
 - (vi) No superlatives
 - (vii) Correct spelling and grammar
 - (viii) Use comparative tables instead of paragraphs
- (3) Run the check list below for the note you write
 - (i) Facts
 - ☐ Facts of case are presented
 - ☐ Facts presented are correct
 - ☐ Calculations are accurate
 - (ii) History
 - ☐ Past history of case is presented
 - ☐ Precedents are presented
 - ☐ Analogous decisions are presented
 - ☐ Conflict of proposals with precedents / analogous decisions brought out
 - (iii) Acts/rules
 - ☐ Provisions of governing law/ rules quoted
 - ☐ No Acts violated
 - ☐ No statutory rules violated
 - ☐ No executive rules violated
 - ☐ Provision of Business Rules/Secretariat Instructions quoted

- (iv) Referencing is done to the following:
 - ☐ Current file
 - ☐ Previous correspondence
 - ☐ Acts
 - ☐ Official publications
- (v) Decision:
 - ☐ Points for decision are listed and numbered

2.2 Format

- (1) Arial font, 14 points size, Single line spacing
- (2) Header, top centre, red letters:
 - (i) Security grading: ORDINARY/ SECRET/ TOP SECRET
 - (ii) Title
 - (iii) Current number [page nos of current file
 - (iv) Officer from whom communication received
 - (v) Communication number
 - (vi) Communication date
- (3) Margins - 1 inch inner, 1 inch outer, 1 inch top, 1 inch bottom.
- (4) All paras and officers notings numbered serially.
- (5) Referencing contents of current file
 - (i) Red letters in [] brackets,
 - (ii) Format: [Current number, Authority from whom received, Communication number, Communication date]
- (6) Final disposal at end of note: Disposal number, date

2.3 How to prepare note file

- (1) At the head of the first page of the note file, write the title of the file.
- (2) If an unofficial note from the following sources is sent on a separate sheet of paper, scan the note and make it the first noting of the note file.
 - (i) Secretary/ MLO, or

- (ii) Legislature secretariat on a question in Legislature.
- (3) Year to be recorded in Notes, Drafts, etc.
Record the year along with month and day in the note, draft or order or receipt or dispatch or circulation or return from circulation, etc. in e-office.

3 PROCESSING CURRENTS RECEIVED - CHECKLIST

- (1) Transfer mis-sent currents
 - (i) Transfer papers belonging to another department of the Secretariat with an Unofficial note transferring it to that department.
 - (ii) Transfer with approval of AS or SO.
- (2) Currents containing points for orders in multiple departments/ sections
If a communication contains matters which require orders from another department/ section, forward extract of the relevant portion to such department/ section immediately.
- (3) Important communications
Follow Secretariat Instructions regarding important matters which need to be reported to Government of India.
- (4) Acknowledgment of communications
Unless a final reply is being sent within a week, immediately acknowledge:
 - (a) Letters from representatives in India of Foreign and Commonwealth Governments, or from Ambassadors of India in other countries, or from non-official bodies such as Chambers of Commerce, etc., or from non-officials including Members of Parliament and the State Legislatures or
 - (b) D.O. Letters from prominent officials such as Secretaries to Government of India.
- (5) Urgent references
If there is likely to be delay in issuing orders on an urgent reference from the High Court or a Head of the Department, intimate the fact to them at once.
- (6) Reference to outside officers without delay
If the file should be referred to any other officer or authority outside the Secretariat (e.g., the Accountant-General), make this reference at once before referencing and writing of notes.
- (7) Paper concerning more than one section
 - (i) When a paper concerns more than one section in the same department, submit to the Secretary only after each section has noted on it.
 - (ii) When a paper received from another department concerns more than one section, submit to the Secretary stating that other sections are examining matters relating to them.

- (8) Conformity to correspondence rules
Scrutinise the currents if they conform to correspondence rules. If they don't take orders for their correction.
- (9) Illegible communications
Make a copy of illegible communication and record in note.
- (10) Bulky papers
Remove all the stitches prior to scanning bulky papers.
- (11) Check enclosures
Verify whether the enclosures sent in original with a reference to outside office have been completely returned. If not, inform sender immediately through email/e-office UO note.
- (12) Put up papers
Treat bulky papers for reference purposes as put up papers.

4 REFERENCING

4.1 How to gather references

- (1) After registering the current, see if any previous papers or books or references are required to deal with it.
- (2) Consult the index in order to trace such papers.
- (3) Put up previous correspondence bearing materially on points raised in the paper under disposal. This is necessary to obviate the issue of inconsistent orders and wastage of time, as for example, in making a reference to some other officer, which could have been avoided if the previous papers had been traced and put up.
- (4) Put up every paper quoted by their number and date. Enclosures, if any should be mentioned.

4.2 Previous history of cases - Role of officers

- (1) Take care of the previous discussions and orders on a case prior to discussing a case. Be aware that shaping of Government policy and the success of important schemes of Government is linked to a discussion on its previous history.
- (2) Follow the guidelines below in this regard.
 - (i) Ensure that all points emerging from discussions and conclusions reached between two or more officers of the department are recorded in the file by authorised officer after confirmation from the officers involved. This is important when there is no clarity or there is a departure from Government policy or where there is a disagreement.
 - (ii) Make a thorough personal scrutiny of every paper or file before passing orders or drafting a report to the superiors.
 - (iii) Make an effort to find out whether the matter before you is likely to have had a previous history or whether a situation similar to the one dealt with in the file would have arisen in the past.
 - (iv) Study the file with a view to finding out whether there is evidence in the file itself suggesting that the matter had been considered on an earlier occasion.
 - (v) Ensure that proper disposals are given to cases, and that the numbers of the previous and subsequent disposals are noted at the end of the disposal.
 - (vi) Ensure that proper titles are chosen for the final disposals to facilitate subsequent identification and tracing of the disposal.

- (vii) Ensure the prompt preparation of indexes of disposals.
- (viii) Ensure that the staff consult indexes before putting up notes.

(3) Trace references

Trace the references as follows.

Government disposals	Obtain from records
Dispatch number of another office (for instance the number of a Collector's letter)	Obtain disposal by seeing the Personal Register
No papers are quoted in current and similar has previously been disposed	Put up the precedent
A paper is referred to only by its subject	(a) consult indexes under the appropriate heads for orders.

(4) Certain papers

(i) Bulky volumes

When bulky volumes are referred to and the passages in them bearing on the point or points at issue are not long, put up scanned extract of such passages.

(ii) Copies not available

If the required papers are not printed and the originals or copies are not available, put up substitutes. The substitute for a paper which is under disposal is an extract from the Personal Register and that for a paper which has been disposed of is an extract from the Register of Government orders.

(iii) Old records

- (a) When particulars of old records are required to be put in a case, upload scanned copies in e-office and use them.
- (b) Do not detach the records from the physical files and use them. Do not send them as physical UO notes.
- (c) Handle old records with care.
- (d) Do not injure them by attaching tags or pins or by writing on them or underlining or side lining passages in them.
- (e) Whenever it is seen that a sheet is torn or not properly stitched, repair the sheet before scanning in e-office and putting up the paper in the case.
- (f) Scan the records received from the Andhra Pradesh State Archives and containing sheets which are fragile or otherwise liable to damage on handling. Return such documents to the Andhra Pradesh Archives safely as soon as copies are taken.

(g) Flag old papers as described below.

(5) Urgent currents

Don't delay currents which require urgent action on the ground that previous papers or books of reference required for their disposal are not readily available.

4.3 How to Reference

(1) Write references in the note file

- (i) Make all references to authorities quoted in the body of the note at the end of each sentence within brackets, the number or letter borne by the flag attached to each alone being noted.
- (ii) Cite an authority for every statement made in the note, except expressions of opinion. If such an authority is found in the current file, note the page at which it is to be found and the number of the relevant paragraph on such page. When it is contained in a previous disposal, note the number and the date of such disposal, the number of the page in that file, and the number of the paragraph.
- (iii) Quote legislative enactments by their proper short titles as given in the list of Acts and Regulations.

(2) Referencing the papers in current file and draft

- (i) The object of noting references is to connect the whole case so that an officer reading the file may have no difficulty in finding the references.
- (ii) Note the number and date of every paper or draft or paper to which reference is made in the note file.
- (iii) Enter the page number of the paper at which the reference should be looked up.
- (iv) Flag every paper put up. Wherever a reference to this paper is made in the current file or draft, indicate the letter or number of the flag.
- (v) Follow this method of indicating papers by flags in notes also.
- (vi) Note the following.
 - (a) letter/number of flag, and
 - (b) number and date of the paper tagged and referred.

(3) Referencing books, etc.

- (i) When proceedings, volumes or books are put up, scan the portion of the volume or book referred to into e-office.

- (ii) Whenever a book is referred, quote the number of the relevant page, paragraph, clause, etc.

4.4 How to chain papers

- (1) Chain the papers by entering the file number and department of the current under disposal on the docket sheet of the latest order in the column. "Further papers" or on the face of the outer most sheet in the case of 'Lodged' and other papers without a docket.
- (2) Ensure that, in each of the originals of the orders and papers put up with a case, the order or paper immediately preceding as well as that immediately succeeding each order or paper is noted.

4.5 How to link files

- (1) Mode of linking
When it is necessary to refer in one file to a paper in another file that has not been disposed of, link the two files.
- (2) Restrictions on linking of files
Don't link files unnecessarily or merely because they deal with similar cases, but only when it is absolutely necessary to refer to a paper in one file in order to dispose of the other or when the orders passed on the one will apply to the other.
- (3) Where a linked file is referred to in a case, invariably give the current number and department of that file in the reference so that it can easily be identified after it has been detached.
- (4) If the linked file is disposed of finally in a Government order or otherwise, while the main case yet remains unclosed, enter the disposal number of the linked file. If the disposal is put up in the main case, make necessary alterations.
- (5) Never flag a pending file and put up for reference in a case. Where a reference to it is absolutely necessary, it may be linked. In most cases, an extract of the relevant portion should be sufficient.
- (6) If in a linked file further action remains to be taken or arises to be taken, don't defer it because the file happens to be linked with another case. If the linked file and the principal case belong to the same section, take action on both simultaneously. If however, the linked file belongs to another section or department and is not immediately required for the disposal of the principal case detach and send it without delay under the orders of the AS.

- (7) Where the principal case and a linked file on the same issue and a single disposal could be put up on both the files, wherever possible combine and deal with it as a single case after making necessary alterations to references, page numbers, etc.
- (8) Referencing in linked files
Whenever it is found necessary to refer to a linked file or a top file, as the case may be in the office note, the current number of the file concerned should also be noted. [(e.g.) please see page 6 c.f. of L.F.I.(C.No.635/2017). Please see page 3 n. f. of top file (C.No.356/2017)].

4.6 How to flag

- (1) Don't flag current file or note file under disposal. References to these will be made by quoting the number of the page or para, e.g., p.6 c.f., or para 6n.f.,
- (2) Attach flags electronically in e-office.
- (3) Arrange the flags in such a way as to readily catch the eye.
- (4) While flagging papers, flag the oldest first and then the later papers in order, commencing with letter flags in alphabetical order and after the alphabet has been exhausted go on with number flags starting from I in order.
- (5) Use one flag for each paper put up for reference.
- (6) Don't use a particular letter or number flag more than once in the same case. Duplication of flags is a serious mistake.

5 CURRENT FILE

- (1) Add the following papers to the current file.
 - (i) All official and un-official papers;
 - (ii) A question in the Legislature and any official or un-official reference issued in connection with it and replies to such references;
 - (iii) The original of the answer after despatching copies to the Legislative Assembly Secretariat; and
 - (iv) Demi-official communications other than from Ministers and the Governor and telephone/ SMS messages.
- (2) If the Demi-official or Un-official communication contains anything secret, treat the file to which it is added as secret from that time.
- (3) Arrange the papers in the current file chronologically; the papers of earliest first, each current being followed by its enclosures attached chronologically.
- (4) In files in which action can be taken only when replies/ returns are received from several officers, wait till all the references are received. Thereafter, arrange the replies in such an order which enables easy reading, and upload in e-office current file at one go.
- (5) Bulky currents
Create a separate part file if the papers in main file exceed the storage limit for a file in e-office.
- (6) Punch adhesive stamps
 - (i) Punch all court-fee stamps affixed to documents received in the office through the figure-head if that has not already been done by the tappal in-charge.
 - (ii) in regard to those affixed in excess of legal requirements issue a certificate to the party concerned in accordance with Standing Orders in Andhra Pradesh Stamp Manual.

6 DELEGATION

6.1 Assistant Secretary

In cases where Secretary has delegated powers, pass final orders approving proposals which are,

- (1) of a routine nature, or
- (2) which require only the formal sanction of Government.

6.2 Section Officer

You are authorised to pass final orders in respect of the following cases.

- (1) Sending of files to Bills section for certifying eligibility for leave, for making entries in the Service Books, requesting particulars of loans and advances sanctioned or to be sanctioned.
- (2) U.O. references by other departments or sections calling for records or requesting the tracing of lost records or files.
- (3) All currents (including Government Orders) which are sent only for information and not for action.
- (4) Issue of acknowledgment for records or communications received.
- (5) Lodging of advance copies of petitions when there are no minutes of Ministers or orders of Officers.
- (6) Calling for old records from the Archives.
- (7) Return of references from Heads of Departments asking for copies or orders.
- (8) Furnishing of periodical reports to the consolidation section where the particulars called for are nil.
- (9) Dealing with agenda, list of questions and list of papers placed on the Table of the House received from the Legislative Assembly Secretariat.
- (10) Intimation of assumption of charge by officers and perusal of CTCs.
- (11) Closing of papers relating to tour programme of Heads of Departments and Ministers and other Officers.

7 INFORMALLY CONVEYED INSTRUCTIONS

(1) Oral / short message service instructions

- (i) When giving direction to a subordinate officer for taking action in any case in respect of matters on which he or his subordinate has powers to decide, do so in writing. If there is no time for giving the instructions in writing, follow it up by a written confirmation at the earliest.
- (ii) In the performance of your duty/ exercise of powers, act in best judgement except when acting under the instructions of a superior. If acting on instructions of a superior, reduce the instructions to writing and seek written confirmation. If the officer giving the instructions is not immediate superior but one higher to him in the hierarchy, bring such instructions to the notice of your immediate superior at the earliest.

(2) Oral orders on behalf of or from Ministers

- (i) Whenever a member of the personal staff of Minister communicates an oral order on behalf of the Minister, get it confirmed by him in writing immediately.
- (ii) If you receive oral instructions from the Minister or from his personal staff and the orders:
 - (a) are in accordance with the norms, rules, regulations, or procedures, bring it to the notice of the Secretary immediately;
 - (b) are not in accordance with the norms, rules, regulations, procedures, seek orders of Secretary on further course of action stating the same.

(3) Confirmation of oral instructions

- (i) If an officer seeks confirmation of an oral instruction given by Minister/ Secretary/ superior officer, he shall confirm it in writing when- ever such confirmation is sought.
- (ii) Personal staff of Minister/ Secretary/ Subordinate officers should acknowledge the receipt of communications from subordinate officers seeking confirmation of oral instructions.

8 PRIORITISATION

Section should follow the following order of preference in dealing with papers.

- (1) Deal with papers as they arise.
- (2) Give priority to urgent papers and communications from the Government of India.
- (3) Special papers
 - (i) If you received a paper or file marked special or if in your opinion a paper should be treated as special, see that it is dealt with at once.
 - (ii) If the file has to go to any officer when he is not at the Secretariat, see that it is forwarded at once and inform through SMS/ Phone.
 - (iii) After approval of draft see that it is dispatched without delay.
 - (iv) You are responsible for any unnecessary or avoidable delay, whether the delay is actually caused by you or not.

Note:

- (1) Papers returning from the Secretary or an officer delegated with the powers will follow the same route during onward and return journeys.
- (2) The above directions shall apply mutatis mutandis to the ASOs who submit papers direct to Officers.

9 TRANSLATION OF PAPERS

- (1) Translate inward communications (petitions or other communications) in the language of the State, viz., Telugu with the assistance, if necessary of the SO of the section or of the staff in some other section of the Secretariat.
- (2) If, in any particular case, any special difficulty in translation is experienced, consult the Director of Translations by UO note.
- (3) Put up full translations of petitions and brief abstracts of enclosures unless instructions to the contrary are given.
- (4) You may get Government orders, press communique or other important papers translated by the Director of Translations, where necessary.
- (5) When sending requisitions for translation, supply the Director of Translations with four spare copies of the notifications, etc., to be translated into the language of the State, viz., Telugu.

10 ROLE OF OFFICERS

10.1 Secretary

- (1) Take efficient steps for prompt dispatch of business in your department.
- (2) Use personal communication to reduce volume of noting.
- (3) Delegate functions and powers to MLOs as deemed fit. Decide what papers or classes of papers dealt with by ASOs shall pass through the SO on their way to the Secretary or officer to whom powers are delegated and what papers shall be submitted direct.
- (4) Inter-departmental consultations.
 - (i) Follow provisions of Business Rules and Secretariat Instructions.
 - (ii) Use personal discussions with other secretaries and officers as far as possible to reduce the volume of noting.
 - (iii) Don't send a case to another department unless the business of that department is affected.
 - (iv) List out the specific points on which views are sought from a department.
 - (v) Send proposals to advisory departments along with draft orders to save time.

10.2 Mid-level officer

- (1) Assist your Secretary.
- (2) Dispose the cases delegated to you by your Secretary.
- (3) Deal with policy matters and important matters only in consultation with your Secretary.

Note: All instructions applicable to Secretary will apply while performing delegated functions.

10.3 Assistant Secretary

Prior to sending the papers to the section, indicate appropriate disposal or write the note or prepare the draft:

- (1) while seeing the tappal,
- (2) while receiving files on return from circulation, and

while receiving UO papers from other departments

- (1) Control and supervise the sections placed in your charge.
- (2) Instruct sections how to deal with papers, both generally and in individual cases, and oversee them.
- (3) Check delays, superfluous noting and unnecessary use of words in notes or drafts.
- (4) Enforce the rigid observance rules regarding
 - (i) form and scope of office notes and drafts,
 - (ii) the communication of copies of documents as enclosures,
 - (iii) referencing,
 - (iv) the citation of precedents and authorities,
 - (v) indexing,
 - (vi) the nature of records that should be printed, and
 - (vii) the editing of matter for the Press.
- (5) In cases put up to the MLO/Secretary,
 - (i) See that points on which orders are required are clearly and concisely set forth, and
 - (ii) Express you own views on them.
- (6) In cases where Government have passed orders,
 - (i) see that those orders are conveyed completely, accurately and clearly without unnecessary verbiage to those whom they concern, and
 - (ii) see that all points for orders are dealt with in the communication to be issued.
- (7) Draft difficult cases
- (8) Make the noting and drafting on a case of a difficult or complicated nature freely using the service of ASOs and SOs for the collection of statistics or papers or any information which he may require.

10.4 Section Officer

- (1) Dispatch work of your section promptly (within 24 hours in short cases and within 48 hours in long cases), steadily and efficiently.

- (2) Keep a watch over time marked references received where final replies have to be sent or final orders issued before a particular date and put up such cases to the officers in time.
- (3) Constantly examine the cases pending with your ASOs and see that they do not delay them.
- (4) Advise your ASOs as to the manner in which they should deal with individual cases and encourage them to come to you for advice whenever they have doubts.
- (5) Insist on your ASOs studying the currents and beginning to collect papers for reference immediately on their receipt.
- (6) Check any tendency to unnecessarily or elaborately researching on matters not pertaining to the issue in question.
- (7) See that currents are put up quickly and according to the nature of their urgency and that they are properly referenced.
- (8) Check prolixity in noting.
- (9) Ensure lucidity, completeness and brevity,
- (10) Don't express views or suggest what orders should be passed except where they necessarily follow from some provision of law or rule or are in accordance with precedent.
- (11) Scrutinize a file, picked out a random or for some special reason, from the files that the ASOs have dealt with and are authorized to submit direct to the Secretary or higher officer.
- (12) See the modifications of drafts carried out by officers and the notes written by officers, and assess the capability and deficiencies of your ASOs. Keep an eye on such ASOs and guide them accordingly.
- (13) All Drafts which have to be communicated outside the office should be in Telugu as per rules issued under G.O.Ms. No. 40, YATC Department, Dt:10.7.2018.

10.5 Section

General

- (1) Assist the SO in all stages in dealing with a paper.
- (2) Study the currents immediately on receipt, collect papers without delay and put up notes and drafts within 24 hours if they are short cases and 48 hours if they are long cases.

- (3) Ensure complete and accurate referencing and properly arrange the case.
- (4) Assist the SO when he deals with cases himself by procuring previous papers etc.
- (5) Cultivate methodical and business like habits.
- (6) Freely seek the advice and guidance of the SO whenever you have doubts or difficulties.

Simple cases

- (1) Submit a file for orders along with a draft wherever possible.
- (2) Don't repeat content of draft in note file.

Handling information in currents

- (1) Don't write noting on current unless they are very brief.
- (2) Don't reproduce content of a current or note of another department; but correct any error / explain any ambiguity.
- (3) Draw attention to information gaps that need to be filled before a decision can be taken.
- (4) If report is full and clear, write a short summarizing note with salient Points for decision.
- (5) Prepare a single page precise only if note file contents are very lengthy or if an officer asks for it.

Sectional notes

If a case involves several points for orders, take instructions of an officer / Minister and start part file for each point for orders.

Queries of officers

Give A, B, C etc. numbering to questions of officers and give answers to each question in the note.

Further noting

- (1) Don't repeat and rewrite the notes as the case progresses.
- (2) Don't note unnecessarily.

No opinion

- (1) Don't give any suggestion or opinion on a note. It can only be expressed by a Middle Level Officer.

- (2) Only in cases founded on stature/ rule/ precedent/ routine cases, offer a suggestion.

Referencing previous cases

- (1) If a summary of facts/ discussion on principles is already available in another file, simply refer to that discussion and do not start a note afresh.
- (2) Bring out only fresh points, if any, as continuation.

Routine note

- (1) Place all ephemeral matter (reminders, letters, DO letters etc. not relevant) as part of “Routine note” and not as part of current file.
- (2) Use routine notes to minimize noting on main file.

One note per case

- (1) Submit one and only one note for each case or sectional case.
- (2) Any superior officer, if he finds a note improper, may discard the note of a subordinate and write his own note under his signature.

No cumulative noting

- (1) Avoid cumulative noting.
- (2) Hold oral discussions with officers concerned to prepare note on correct lines and avoid congestion of work at top.

Fresh subject

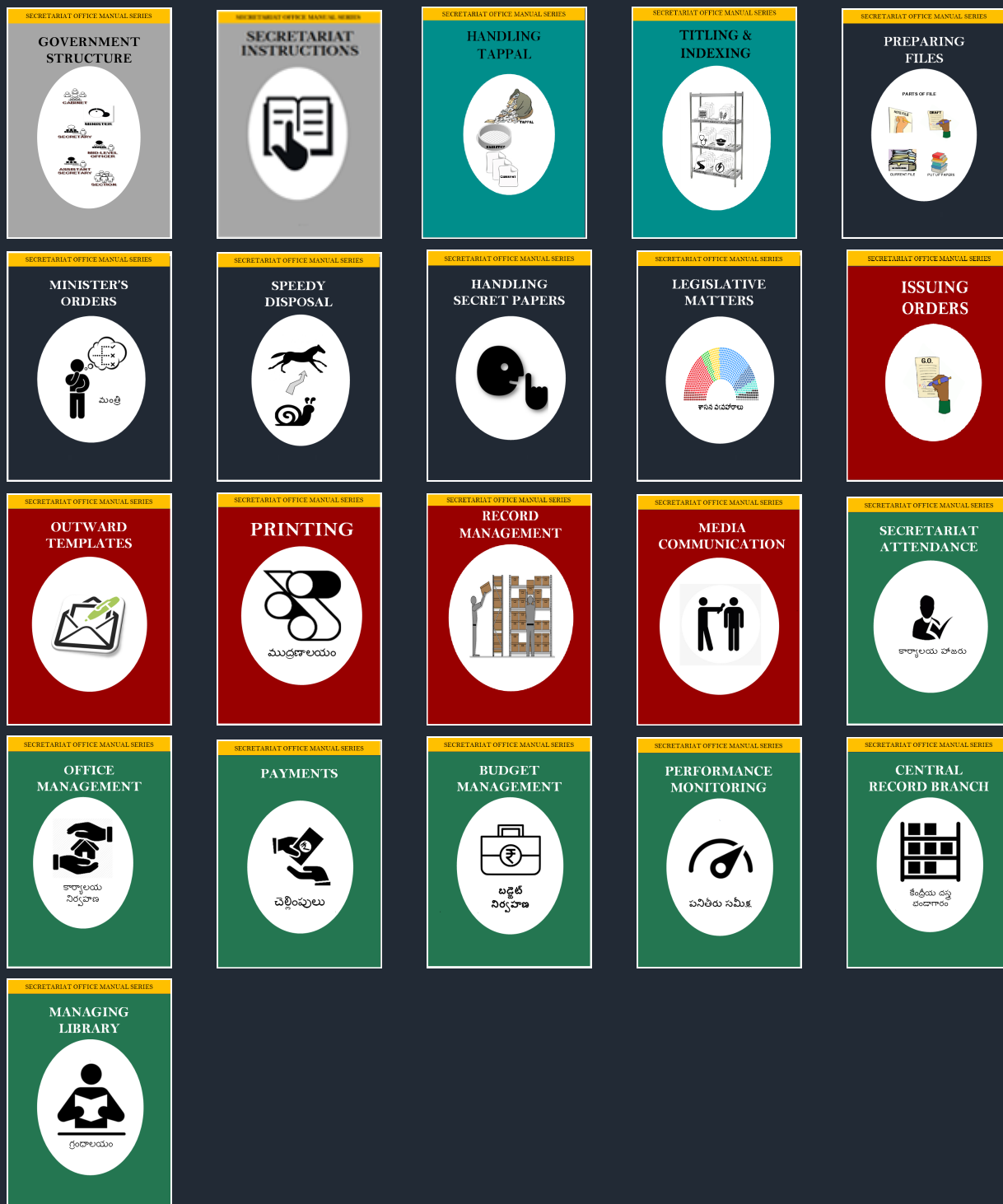
If a fresh subject arises when dealing with a case, open a new file and record its number in the note file of the main file.






Special notes

Public Accounts Committee/Supplementary estimates	Follow instructions issued by Finance department.
Governor's address	Circulate notes on address to Governor for his interviews/ press meets etc. through Minister-in-charge and Chief Minister.
Cabinet notes	Follow Business Rules/ Secretariat Instructions/ Cabinet Hand book
Resolutions of bodies/ associations	Follow the special instructions on petitions.

Style in notes and drafts

- (1) The style/ clarity/ precision/ format in notes and drafts is as important as their contents.
- (2) Use simple words and note clearly expressing the contents.



-  Introductory
-  Inward
-  Outward
-  Decision Making
-  Office procedure

GENERAL ADMINISTRATION DEPARTMENT
GOVERNMENT OF ANDHRA PRADESH

